



DEPARTMENT OF REAL ESTATE

Equal Opportunity Employer

Job Opportunity

PROGRAM TECHNICIAN II - Sacramento

LIMITED TERM - 24 MONTHS

The Department of Real Estate has one opening in its Information section for a Program Technician II. The position is located at 2201 Broadway in downtown Sacramento and will be filled on a limited term, 24 months basis. Inherent with the duties of this position, the incumbent will spend approximately 90% of the work day responding to telephone inquiries. Working hours are 8:00 a.m. to 5:00 p.m. and are not changeable.

Duties of the position in the Information Section include:

- Respond to telephone inquiries from the public, licensees, state, federal, and local government agencies regarding current real estate license status on individuals and corporations, and clarify licensing procedures, real estate laws, rules, regulations and policies.
- Serve as backup to the front counter staff as needed.
- Process written requests and fees for license certifications and license histories.
- Prepare lookups and requests for current license status of licensees using the Licensing on-line computer system.
- Mail out Licensing forms requested via correspondence, telephone or voice mail system; sort and distribute free mail.
- Other duties as required.

Required qualifications:

- Excellent technical and analytical skills.
- Ability to communicate effectively, both orally and in writing.
- Excellent interpersonal skills.
- Patience and tact in dealing with the public, staff members, and others.
- Knowledge of and ability to interpret and apply Real Estate Licensing laws, rules, regulations, policies and procedures.
- Ability to function independently or as part of a team.
- Ability to work well under pressure and within mandated timeframes.
- **Ability to successfully demonstrate keyboarding skills. A keyboarding skills test will be given, however, if you have a current typing certificate (40 wpm or greater), you will not have to take the keyboarding skills test.**

Desirable qualifications:

- Dependability and excellent attendance.
- On-line inquiry computer experience.
- Ability to lift up to 50 lbs. as required.
- Personal computer experience using Word or equivalent application.

Salary Range: \$2465 - \$2998

Who may apply: Current State employees at the Program Technician II level, those who are transferable to the class, and those individuals who are currently participating in DRE's Program Technician II examination.

Priority consideration will be given to SROA/Surplus employees. Please indicate SROA/Surplus information on your state application.

Submit Applications to:

Linda Luna, Personnel Services
Department of Real Estate
2201 Broadway, P.O. Box 187000
Sacramento, CA 95818-7000
(916) 227-0797; CALNET 8-498-0797

For information on the position contact:

Rosemarie Wright SPT II
(916) 227-3850
CALNET 8-498-3850

California Relay Service: 1-800-735-2922 (Voice); 1-800-735-2929 (TDD)
Applications may be obtained from the SPB website at <http://www.spb.ca.gov>

FINAL FILING DATE: September 11, 2006

Applications, whether filed in person or by mail, must be received in the Personnel Office no later than 5:00 p.m. on the above date.

Applicants will be screened based on the Required/Desirable Qualifications shown above and only those most qualified will be contacted for an interview.